



Homeless Management Information System (HMIS) Oversight Committee Agenda

October 13, 2021

9:00 a.m. – 11:00 a.m.

Join [Zoom Meeting](#)

Phone: 669 900 6833

Meeting ID: 896 4459 6358 Passcode: 562371


- | | |
|--|----------------------|
| 1. Welcome | 9:00 – 9:05 |
| <input type="checkbox"/> Mike Keller, Co-Chair | |
| 2. HMIS Oversight Public Comment | 9:05 – 9:15 |
| 3. Privacy and Security Policies | 9:15 – 9:30 |
| <input type="checkbox"/> Jessica Hanserd, Principal Hanserd Health Solutions | |
| 4. HMIS Oversight Committee MOU and Liaison Role | 9:30 – 10:00 |
| <i>(Action Item)</i> | |
| <input type="checkbox"/> Mike Keller, Co-Chair | |
| <input type="checkbox"/> John Noe, Information Systems Administrator, HCD | |
| 5. 2021-2022 HMIS Oversight Committee Workplan | 10:00 – 10:35 |
| <input type="checkbox"/> Mike Keller, Co-Chair | |
| <input type="checkbox"/> John Noe, Information Systems Administrator, HCD | |
| 6. Longitudinal Systems Analysis (LSA) report | 10:30 – 10:40 |
| <input type="checkbox"/> Mike Keller, Co-Chair | |
| 7. 2022 HMIS Oversight Committee Meeting Calendar | 10:40 – 10:45 |
| <i>(Action Item)</i> | |
| <input type="checkbox"/> Tirza White, EveryOne Home | |
| 8. Next Steps: proposed items for November agenda | 10:45 – 11:00 |
| <input type="checkbox"/> 2021 –2022 HMIS Oversight Committee workplan | |
| <input type="checkbox"/> LSA Report | |
| <input type="checkbox"/> Privacy and Security Policies | |
| <input type="checkbox"/> Data Quality Report & Plan and Occupancy Report | |

HMIS Privacy & Security Program Refresh

Status for week ending 10/8/21

Review, strengthen and update the AC HMIS Privacy and Security Program to align with the HMIS Data Standards and the AC Care Connect SHIE/CHR. **Priorities:** 1. Compliance, 2. Consumer Ownership of Data, 3. Cross-sector Collaboration, 4. Maximize Data Sharing Benefits, 5. Minimize burdens on agencies, staff and consumers

Attention Needed

-  CoC approval of policies, notice and consent
- Update for Oct HMIS Oversight re CoC policy approvals, workgroup ask and next steps
- Schedule 2-4 Workgroup meetings 10/22 and 12/10 to review P&P manual and training

Accomplishments

- ✓  Secured HMIS Oversight approval of P&S policies, notice and consent

Next Steps

- Continue drafting P&P Manual
- Start training development

Deliverables	Workgroup Alignment		Legal Sign-Off		Oversight Sign-Off		CoC Approval	
Privacy Policy & Notice	complete	active	active	complete	complete	complete	complete	10/19/21
Security Policy	complete	active	active	complete	complete	complete	complete	10/19/21
Forms								
Consent Forms	active	?	?	complete	complete	complete	complete	10/19/21
Revocation Form								
Workflows								
Standard workflow	complete	-	-	-	-	-	-	-
Privacy & Security Breaches	complete	-	-	-	-	-	-	-
Grievances/Complaints		-	-	-	-	-	-	-
Changes and Revoc. to Consent		-	-	-	-	-	-	-
Procedure Manual (P&S focus)								
*Agreement Templates						11/10/21		-
Training program							12/8/21	-
Implementation								
Communication Plan/ Letter		-	-	-	-	-	12/8/21	
Communication Sent		-	-	-	-	-	1/3/22	
Training & Go-Live		-	-	-	-	-		
Implementation Support		-	-	-	-	-		
Closure & Transition Plan							12/17/21	

*includes Partnership Agreement, User Agreement, Coordinated Services Agreement, Interorganization Data Sharing, execution of individual agreements is out of scope

HMIS Privacy & Security Program Refresh

DRAFT Project Charter as of 9/28/21

Priorities: 1) Laws/Regulations 2) Consumer Ownership 3) Housing and HC Collaboration 4) maximize Data Sharing Benefits and 5) minimize User & Consumer Burdens.

Client Lead: **Suzanne Warner**
 Consultant: **Jessica Hanserd**



7/31/20
Kick-Off

12/20 – 8/21
Legal Analysis

8-11/20
Current State analysis,
Remediation Plan &
Policy drafts

9/21/21
P&S Policies & Privacy
Notice approved by CoC

11/10
P&P Manual

12/8
Training Content

TBD
Training &
Implementation

Current State

Alameda County's (AC) Homeless Management Information System (HMIS) Privacy and Security (P&S) policies, procedures, training, resources and forms do not reflect changes in regulations or ongoing collaborative efforts between housing and health care services to integrate whole person care.

Aside from a few early adopters, stakeholders across the County are generally skeptical and perhaps overwhelmed by multiple, data sharing efforts coming from different directions. The benefits are unclear. The increased burden for users and risks for consumers dominates the conversation.

Some housing providers are actively participating in the whole person care (WPC) system, including collecting WPC consents and using the Community Health Record (CHR). They are experiencing the benefits and recognizing the potential for broad impact.

Due to the local health emergency involving the COVID-19 pandemic and to facilitate emergency shelter, all housing data is being shared with the WPC system - the AC Care Connect Social Health Information Exchange (SHIE) and Community Health Record (CHR). This practice will cease when the emergency is declared over. At that point, housing records will only be visible for consumers who have provided WPC consent.

Future State

The HMIS P&S program complies with the HMIS Data Standards and aligns with the WPC system to support cross-sector data sharing and coordination.

The HMIS training is updated to reflect policy and procedure changes and to align with the Coordinated Entry Redesign initiative. HMIS and CHR training are integrated or staged to improve knowledge retention, skill building and the overall learner experience.

The Housing Enrollment Workflow includes collecting consents for both HMIS and WPC at the same time. Over time, stakeholder attitudes, behaviors and social norms shift to support cross-sector, cross-entity data sharing with standardized workflows and tools necessary to protect P&S.

Consumer ownership of one's own data is a top priority, including consumer facing materials that are written in plain language and clearly describe various types of data shared so consumers can make informed choices.

Action Plan

- 1) Current State Analysis, Findings & Plan
 - (A) to model
 - (B) to HMIS Data Standards
- 2) Remediation
 - P&P Manual
 - Privacy Notice
 - Workflows
 - Forms
 - Training
 - Legal Agreements
- 3) Training & Implementation

- HMIS/COC
GOVERNANCE MOU



HMIS Oversight Committee Work Group Goal:

Have a thorough understanding of what
is currently outlined in MOU

• MOU Background

- Agreement between HUD CoC Committee (acting as Continuum of Care Board) and Alameda County HCD (Acting as HMIS Lead)
- Describes in detail the roles, responsibilities, and accountability that guide the collaboration for the Alameda County Homeless Management Information System (HMIS)
- Developed and Executed in 2018, set to expire in 2023

Parties in MOU

HMIS Lead

Operates the HMIS as required under 24 CFR Part 580.7, for assuring the CoC is compliant with all applicable HUD rules and regulations. HCD administers the HMIS funds provided by the CoC funding as well as the local match.

CoC Board

The CoC Board is required by the Interim Rule, and acts on behalf of the membership to ensure the CoC responsibilities are fulfilled. The CoC is responsible for “ensuring that the HMIS for the Continuum of Care is operated in accordance with the provisions of the new regulations and other applicable laws. (24 CFR Part 580.5

HMIS Oversight Committee

Acts as a liaison between the HUD CoC Committee and the HMIS Lead Agency

● Joint Responsibilities (CoC/HMIS Lead)

- Participate on CoC Committee & HMIS sub-committee and RBA Committee
- Support implementation & compliance of HMIS policies
- Collaborate to modify configuration of HMIS projects
- Analyze data for trends, costs performance, compliance and progress on Plan to End Homelessness
- Analyze annual reports from HMIS (LSA, SPM, PIT, HIC)

● Joint Responsibilities (CoC/HMIS Lead)

Establish HMIS Oversight

- Review DQ reports and recommend quality improvement program to HUD CoC and take action to ensure accountability and improved performance of CHOs
- Ensure compliance with HUD requirements
- Support and protect rights and privacy of users
- Recommend to HUD CoC a policy that will guide decisions about customization
- Collaborate with HMIS Lead on all policies developed
- Conduct annual review of HMIS system's performance
- Revisit license users' policies and collaborate when additional funding needed



MEMORANDUM

To: HMIS Oversight Committee
From: EveryOne Home
Re: 2019 ICF Report Summary: Key Findings on Alameda County's HMIS
Date: October 13, 2021

Introduction:

- On February 25-29, 2019, ICF conducted an onsite assessment of Alameda County's Governance Structure in addition to providing direct TA in the topic areas of HMIS Privacy, Data Quality and Monitoring, and HMIS Staffing Structures.
- Preceding the onsite visit, ICF coordinated with HCD and EveryOne Home to understand the challenges facing Alameda County.
- With this information, ICF designed a comprehensive assessment strategy to guide their onsite visit to clearly identify areas that, if strengthened, could result in a fully functioning and strongly governed HMIS.
- ICF observed notable gaps in the HMIS implementation where the HUD COC Committee and HCD should be focusing their efforts to bring the implementation in closer alignment to HUD Regulations, local priorities, and best practice standards.
- In comparison to best practices and common protocols for administering HMIS among national implementations, ICF identified several additional areas where both HCD and the HMIS Oversight Committee would benefit from added capacity and a more defined governance structure to improve its administration of HMIS across the Continuum.

Key Findings

General Governance

- ICF found that there were overarching gaps in the oversight and monitoring structure of HMIS to ensure systems, processes and providers were operating with fidelity to the system as it was designed.
- There were also challenges in the designation and commitment to roles and responsibilities pertaining to data quality and training, and overall system monitoring.
 - significant factor adding to these challenges across the CoC is the current configuration of the HMIS software, specifically to support Coordinated Entry (CE). The HMIS

Oversight Committee, HCD, and HMIS participating organizations have all agreed the software is a point of frustration due to the inability to meet basic CE needs or pull reports requested by the System Coordination Committee.

- Interviews from HCD staff suggest the HUD CoC Committee, via the HMIS Oversight Committee, provides inconsistent requests and unclear guidance regarding the CoC's HMIS short- and long-term priorities. This affects HCD's ability to complete tasks in the manner the HMIS Oversight Committee had originally intended, and therefore, leads to extensive frustration and inefficient back and forth communication. There is a need for the HMIS Oversight Committee to implement a process to clearly establish and communicate requests and priorities from the community stakeholders, including the HUD CoC Committee, to HCD and formalize this request approach in a manner approved by the HUD CoC Board, HMIS Oversight Committee, and HCD leadership.
 - For example, while onsite, ICF heard HMIS staff state that it was difficult to determine which priorities coming from various CoC committees and stakeholders were most critical to begin working on and that timelines provided were often unrealistic and conflicted with other CoC committee directives.

HMIS Oversight Committee

- The current Everyone Home Governance Charter states that the HMIS Oversight Committee is responsible for tasks such as
 - reviewing data quality reports;
 - recommending a quality improvement program to the HUD COC Committee;
 - taking appropriate action to ensure accountability and improved performance;
 - ensuring compliance with federal requirements;
 - supporting and protecting the rights and privacy of service users;
 - collaborating with HCD on all policies the HMIS Lead is required to develop including Privacy, Security, and Data Quality;
 - conducting an annual review of HMIS performance and functionality; and
 - using the HMIS work plan to measure progress
- During ICF's site visit and through discussions with the HMIS Oversight Committee it is clear that the committee is not operationalizing the documented roles and expectations. In particular, ICF noted:
 - a lack of clear vision for how the Oversight Committee could best utilize its committee members strengths to develop a strong, unified, governing body to effectively support the HMIS implementation;
 - the CoC and HMIS Lead need to continue to build a strong HMIS system and to clarify expectations need across implementation, including developing a community driven vision for HMIS, clear expectations on the role of the Oversight Committee, and the long-term goals for HMIS;
 - the need to identify a common vision and priorities to move the above vision forward to form a foundation from which the CoC and HCD can work collaboratively to meet their shared goals.



HMIS Oversight Committee 2022 Meeting Calendar

Wednesday, **January 12**, 9-11am @ [Zoom Virtual Meeting](#)

Wednesday, **February 9**, 9-11am @ [Zoom Virtual Meeting](#)

Wednesday, **March 9**, 9-11am @ [Zoom Virtual Meeting](#)

Wednesday, **April 13**, 9-11am @ [Zoom Virtual Meeting](#)

Wednesday, **May 11**, 9-11am @ [Zoom Virtual Meeting](#)

Wednesday, **June 8**, 9-11am @ [Zoom Virtual Meeting](#)

No meeting in July!

Wednesday, **August 10**, 9-11am @ [Zoom Virtual Meeting](#)

Wednesday, **Sept. 14**, 9-11am @ [Zoom Virtual Meeting](#)

Wednesday, **Oct. 12**, 9-11am @ [Zoom Virtual Meeting](#)

Wednesday, **Nov. 9**, 9-11am @ [Zoom Virtual Meeting](#)

No meeting in December!